



JOB DESCRIPTION

Position Title: **Dispatcher**

Working Title: **Animal Control**

Class Code: 3508

Non-Exempt

EEO Code: 06

Effective Date: August 30, 2002

Major Function

Routine work receiving and screening complaint calls and relaying information to Officers in the field.

Essential Functions

Note: These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is a logical assignment to the position.

Answers incoming telephone calls dealing with complaints or requests from the general public regarding animal control information. Operates a multi-channel two-way radio desk console to dispatch animal control units and to transmit or receive information to field units.

Maintains information via a personal computer to be relayed to appropriate animal control units in the field. Records all complaints and calls in appropriate control logs and completes all necessary information for each response.

Uses a personal computer to record name and address of animal owners, complainants, animal descriptions and circumstances under which each call is reported.

Performs other duties as assigned or as may be necessary.

Minimum Qualifications

Knowledge of animal control ordinance. Knowledge of proper radio operation and dispatching procedures. Knowledge of County geography and road networks.

Ability to meet and deal with the public in an efficient and courteous manner. Ability to use personal computers and to perform general clerical duties. Ability to operate a multi-channel radio.

High School Diploma or GED and one (1) year office clerical experience. Prefer experience in the operation of a radio desk console and answering a multi-line telephone.

Must possess the ability to type 35 correct words per minute.

A comparable amount of education, training, or experience may be substituted for the minimum qualifications.

Working Conditions

The work environment for this position is a general office setting. Work typically involves sitting at a desk answering a phone and dispatching calls on a radio. Position would have exposure to radiant and electrical energy found in an office environment.